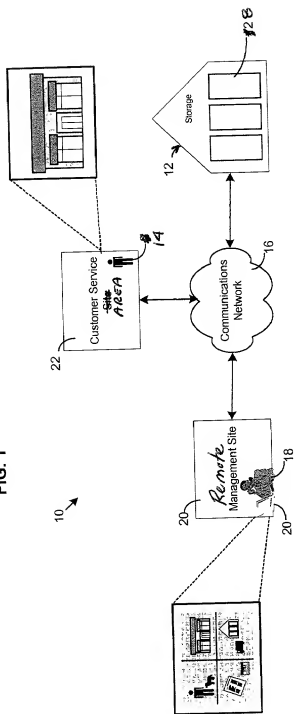


FIG. 1



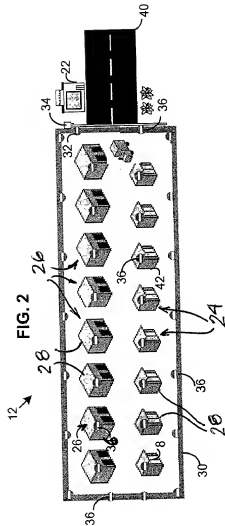
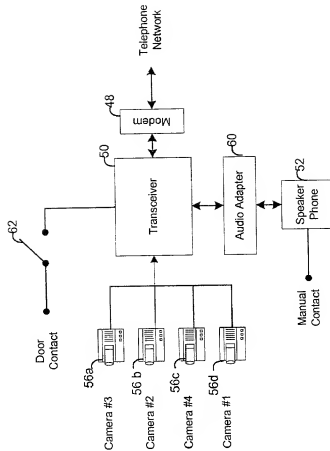


FIG. 3



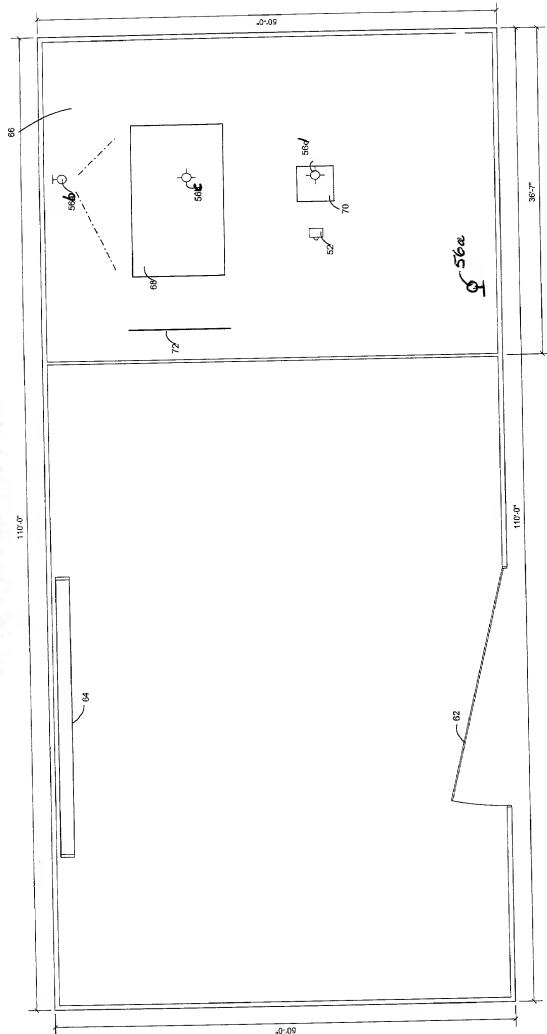


FIG. 4

COUNTER-TOP CONFIGURATION

66



41

56a

INTERACTIVE SELF-STORAGE
RENTAL SYSTEM AND METHOD
Lawrence A. Jenkins
Docket No. 81896
Sheet 5 of 11

All cameras and speakerphone communicate over one standard telephone line to off-site office.

36"

56d

CAMERA #4
12mm lens w/neutral light filter
Allows off-site office manager to view I.D. and check-out procedure

PLATE GLASS AND
ALUMINUM FRAME

15"

56c

CAMERA #3
12mm lens w/neutral light filter
Allows off-site office manager to view unit and test in location (As shown in outlined area on Rental Agreement)

56b

CAMERA #1
12mm lens w/neutral light filter
Allows off-site office manager to view unit and test in location (As shown in outlined area on Rental Agreement)

4 1/2"

70

52

SPEAKERPHONE
COMMUNICATES
OVER ONE
STANDARD
TELEPHONE
LINE

68

72

FIG. 5

FIG. 6

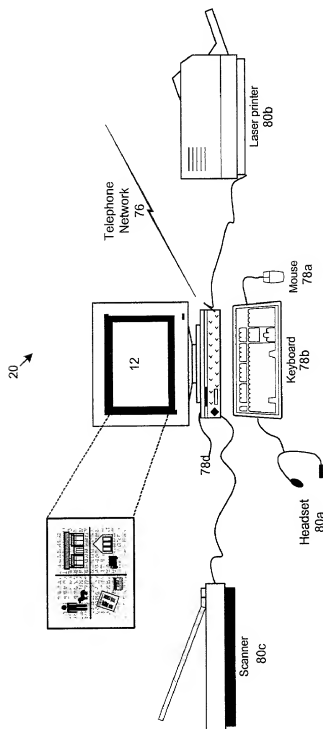


FIG. 7

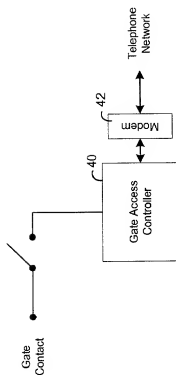


FIG. 8

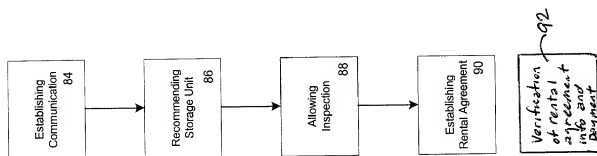
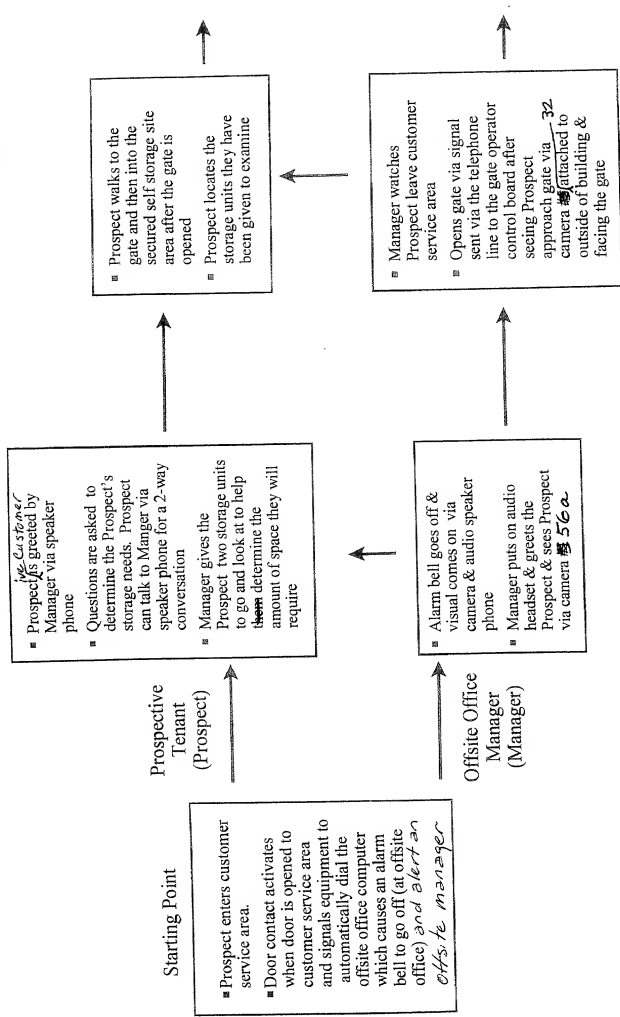
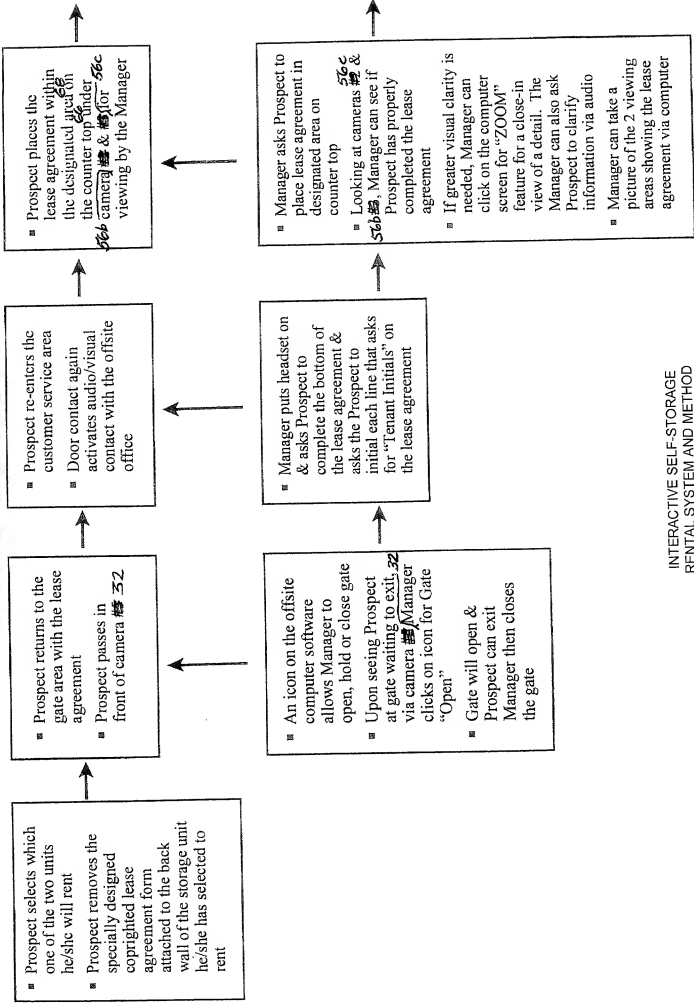


FIG. 9A



TO: 416 982 6789



TOP 99-267860

- Prospect is asked if he/she needs a lock
- If yes, Prospect follows instruction from manager to open drawer holding locks and removes a lock

- Prospect places 1) identification (i.e.: drivers license) 2) form of payment: (check or credit card) in the designated area along the guides under camera # 56d

- Prospect removes lease agreement from designated area on counter top
- Prospect is told access code by Manager
- Removes yellow copy to retain for his/her own records
- If payment by check
 - The lease agreement & check are placed in the slot on the counter top
- Lease agreements are retained in a locked box below the counter top

- Prospect leaves the customer service area with his/her gate access code & lock (if purchased)

- Manager asks Prospect if he/she needs a lock & clicks on software to release locking mechanism on lock drawer
- Manager watches Prospect take lock from drawer via camera # 56a
- Manager tells Prospect total amount of payment due at this time via speaker phone

- Manager requests Prospect place I.D. & form of payment in the designated area for I.D.
- Manager looks at identification (i.e.: drivers license) & compares to Prospect's face appearing in camera #1 to insure they are the same person
- Manager may click on software to snap a picture of I.D., or of Prospect, or both and/or may ask for clarification of information via speaker phone

- Manager tells Prospect what his/her gate access code is (Gate to storage area is computer operated requiring the entry of individualized access code via key pad to gain entry)
- Manager instructs Prospect to remove & retain yellow copy of lease agreement & to deposit top (white) copy of the lease agreement along with his/her check (if applicable) into slot in counter
- Manager watches Prospect drop lease agreement (and check) into deposit slot

- Manager prints out "Welcome" letter & receipt for any locks purchased & mails to Prospect's home address. (This process also serves to verify that Prospect's address is correct).

INTERACTIVE SELF-STORAGE
RENTAL SYSTEM AND METHOD
Lawrence A. Jenkins
Docket No. 81896
Sheet 11 of 11